

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Mark Albert, et al.  
Title: SYNCHRONIZING SERVICE INSTRUCTIONS  
AMONG FORWARDING AGENTS USING A  
SERVICE MANAGER

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

PRELIMINARY AMENDMENT

Prior to the initial review of this continuation application of U.S. Application Serial No. 09/347,048 filed July 2, 1999 by Mark Albert, et al. entitled "SYNCHRONIZING SERVICE INSTRUCTIONS AMONG FORWARDING AGENTS USING A SERVICE MANAGER," please amend the Application as follows: